Palmerston North City Council Job Profile

Position Title	Service Guide (Casual)
Reporting to	Customer Services Team Leader
Unit	Community
Date Created	February 2019

Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

Context

The Community unit is comprised of four divisions, Community Development, Libraries, Housing and CET Wildbase Recovery Centre. Although each area has a differing focus, all support the enhancement of community wellbeing underpinned by the nationally recognised guiding principles of community-led development:

- shared local visions or goals drive action and change
- use existing strengths and assets
- many people and groups working together
- building diverse and collaborative local leadership
- adaptable planning and action informed by outcomes.

Combined, the unit provides opportunities for people to connect, learn, share, create, collaborate and experience through access to innovative services and facilities such as the Libraries, Youth Space and the CET Wildbase Recovery Centre. Alongside strategic and community partners, the unit also has a role for supporting the capacity and capability of the community and cultural sectors; and the tenancy management for Council's substantial housing portfolio.

The Service Delivery Team is responsible for the delivery of front-of-house customer services and circulation across the library facilities. They are the first port of call with customer service, basic IT troubleshooting and customer information enquiries. Their aim is to provide an exceptional experience for those who use the City Library facilities. The team will achieve this through creating spaces that are welcoming and vibrant, complemented by knowledgeable, proactive and welcoming staff who ensure a personal and hospitable experience.

Main Purpose

The Service Guides have a positive impact on communities of Palmerston North through the provision of a personal and engaging experience in the Library - its space, resources, and content. It is about making each person who visits feel welcome; understanding how best to help, and helping people achieve what they want to achieve. It is also about identifying why some people do not use the service – and how to encourage and enable access for them.

Responsibility for Managing Staff

None

Financial Authority

None

Key Areas of Responsibility

- Exemplify the tenets of manaakitanga to every person who encounters the City Library and its resources. This includes providing a proactive, professional, and welcoming approach to ensure that people achieve what they came to achieve.
- Develop, maintain and demonstrate a high level of knowledge of the Library's services *(including digital technology and content)*, procedures, and programmes to ensure that most customer queries are able to be answered by any service guide: that is, only around 20% of customer queries require information or follow-up from another member of staff
- Identify and provide feedback on opportunities for making the Library more engaging, inviting, or useful for existing and potential communities. This may include suggestions or feedback on content, programmes, or services to the relevant Team Leader.
- Support for library initiatives including programmes and events.
- Identify and provide suggestions on ways of engaging with those who do not yet use some or all of the Library's content, programmes, or initiatives.
- Contribute to the smooth functioning of the Library across a range of tasks including operating the returns room and roaming.
- Contribute to the enhancement of the services offered across the Library and Community services Unit as opportunities arise.
- Willingness to join all other staff members of the unit in undertaking a minimum of one hour of shelving each week.
- Assigned to project work with other teams such as Heritage (indexing), Content Management (processing) etc, or at a branch (Community Living Room).

Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required

Risk Management accountabilities for all employees

- **Council Policies and Procedures**: Ensure self and team comply with applicable council policies and procedures.
- **Environmental**: Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety**: Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation**: Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships

Internal:

- Programmes
- Content Management
- Community Living Rooms
- Heritage
- Youth Space

External:

- Community – individuals and groups

Typical knowledge, skills, and attributes

Knowledge *(qualifications and experience)*

- A tertiary qualification would be ideal but is not required
- Experience in a customer-centric environment with a good understanding of the application of Manaakitanga (hospitality) is essential
- Understanding of Treaty of Waitangi principles and how they apply in the context of Libraries
- Understanding of Library Services and Systems is desirable (but not required) with an ability to use this knowledge to enhance "users" experience
- Customer service experience ideal.

Skills and Attributes

- Strong drive to provide a relevant and effective community focused service.

- Demonstrated skill and passion in meeting, engaging with, and assisting others from all walks of life
- Must be able to stand / walk / move for periods of up to four hours while interacting with customers, shelving, and other similar duties.
- Is friendly, approachable, and able to engage with a wide range of people from varying backgrounds in an effective, sensitive and professional manner.
- Ability to contribute to a positive team environment

Hours of Work

Hours of work will be 'as and when required'.

As the Unit is a seven day a week operation and delivers a range of services, there is an expectation that from time to time staff may be required to work evenings and weekends and/or provide cover for front of house customer services. Staff will be compensated with overtime payments or time in lieu for previously approved overtime in line with Council's Employment Agreements and Management Team Leave Policy.

Remuneration

- This role is graded at **GP2** on the Council's remuneration system, i.e. between **$38,248** (89%) and **$42,975** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors. Salary is pro-rata, based on hours worked.

Competencies

Core	
Service	Able to identify and understand customers' needs, find solutions, seek feedback and follows up on solutions.
Communication	Able to provide clear communication, seek clarification and communicate with a variety of people
Business ethics	Good understanding of and able to implement an ethical approach to work.
Information technology	Able to utilise the relevant computer packages used at Council
Role specific	
Library Skills	Developed a body of professional knowledge reflected by an appropriate tertiary qualification and/or equivalent experience. Knowledge base is current and regularly updated and extended. Allocates and manages resources within area of expertise.
Relationship Building	Able to build and maintain strong networks both internally and externally. Has an understanding of stakeholders' needs and the drive to deliver on commitments. Has understanding of underlying drivers at the group and individual level, and the impacts of diversity. Able to deal with and resolve conflict. Demonstrates understanding sensitivity to other groups and values diversity

Organisation Achievement	Pro-actively plans work cycle and identifies required resources and deliverables. Ensures that planning and action is aligned with the vision and direction of the organisation. Monitors and takes appropriate action to ensure goals and outputs are achieved. Reports regularly on progress. Seeks world class solutions to performance.
Team Work	Is an active and contributing team player. Models the standard for teams and teamwork. Understands team dynamics and is able to use these in building and developing teams.